



GUIDE TO INFORMATION

Issue date: 12 January 2021

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.
EIRs	Environmental Information Regulations (Scotland) 2004 Those organisations covered by EIRs have a duty to respond to requests for environmental information
SIC	The Scottish Information Commissioner Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.
MPS	Model Publication Scheme Produced by the Scottish Information Commissioner (SIC) – details all of the information that those subject to FOISA should publish (if they hold it).
Guide to Information	A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available
Classes of Information	Nine broad categories describing the types of information authorities should publish (if they hold it).

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations in Scotland must produce and maintain a publication scheme. Ayrshire Housing has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#) as its own publication scheme. The MPS requires us to produce a Guide to Information (this document). This Guide lists all the key information that we publish and how you can access it.

We are a company limited by guarantee (no: 185652) and a Scottish charity (no: SC 027906). We are registered as a Social Landlord (no: 304) with the Scottish Housing Regulator. Our Scottish Property Factor Register ID is PF000260.

Formats other than online

All of the information listed is available in the relevant pages of our website (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

You can find details of our charges at the end of this document.

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

The Data Protection Officer (Head of Finance)
Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX
info@ayrshirehousing.org.uk
01292 880120

Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain Board minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. Where this is the case, we will remove any personal details before publication and highlight where and why we have done so.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

Copyright and re-use

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied accurately.
- It is not used in a misleading context.
- The source of the material is identified.

Contact us

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

The Data Protection Officer (Head of Finance)
Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX
info@ayrshirehousing.org.uk
01292 880120

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example – this means that not all of the categories in the MPS apply to housing associations.¹

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

Information	Where to access
Class 1 – About Ayrshire Housing Information about us, who we are, where to find us, how to contact us, how we are managed and our external relations.	
Descriptions of who we are	
Mission Statement	Business Plan
Vision	Business Plan
Values	Business Plan
Corporate Objectives	Business Plan
Area(s) of operation	Company Profile
Key activities; strategic/corporate plan(s)	Business Plan and Company Profile
Business Plan (or summary)	Business Plan
Customer Code	Tenants Handbook

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Location and opening arrangements	
Address	Contact us page
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact us page
Opening times	Contact us page
General contact arrangements	Contact us page
Local/area office contact details	Contact us page
Contact details for making a complaint	Complaints and Compliments page
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	See details at the end of this document
Contact details and advice on making an FOISA request	See the introduction above
Freedom of Information policies and procedures	Freedom of Information and Environmental Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	See details at the end of this document
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> • names; • when they became a governing body member; • relevant biographical details; • office-bearing responsibilities; • when they became an office-bearer. 	Our Board and Management Teams page
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure (including committees and working groups); • remits for governing body and any committees. 	Board Members Handbook
How to become part of the governing body	Company Profile
About our staff	
List of senior management team, including relevant biography and contact details	Our Board and Management Teams page
Organisational structure	Company Profile

Governance Documents and Corporate Policies	
Rules/Articles	Articles of Association
Standing Orders	Board Members Handbook
Membership Policy	Company Profile
Code of Conduct for Staff	Code of Conduct for staff
Code of Conduct for Governing Body Members	Code of Conduct for Board members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments and Benefits Policy
Register of Interests	Available at 119 Main Street, Ayr
Equalities Policy	Equalities and Human Rights Policy
Health and Safety Policy	Health and Safety Policy and Landlord's Health and Safety Manual
Sustainability Policy	Sustainability Policy
Relationship with Regulators	
Engagements plan with Scottish Housing Regulator	General meetings, accounts and reports page
Assurance Statements	General meetings, accounts and reports page
Annual Return on Charter Submission to SHR	SHR about us page
Financial Returns to SHR	SHR about us page
Charter report to tenants	How are we Performing?
Internal and External Audit arrangements	Audit Policy
Group Details	
Details of our subsidiaries/parent organisation	Annual Accounts
Key Partnerships	
Strategic agreements with other organisations	None
Class 2 – How we deliver our functions and services	
Information about our work, our strategy and policies for delivering services and information for our service users.	
How to use our services	
List of services provided	My Home, Find a Home and Owners Menus
How to report a repair	Repairs page
Right to Repair information	Right to Repair page
How to apply for a house	Apply for a Home page
How to get information about tenancy support	Tenants Handbook

How to make a complaint	Complaints and Compliments page
Dealing with unacceptable behaviour	Unacceptable Behaviour Policy
How to speak to a housing officer	Your Housing and Maintenance Team page
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenants Handbook and Tenant Participation Strategy
Policies and Procedures	
Allocations Policy	Allocations Policy
Aids and Adaptations Policy	Aids and Adaptations Policy
Neighbour Disputes and Anti-Social Behaviour Policy	Neighbour Disputes and Anti-Social Behaviour Policy
Asbestos Management Policy	In the Landlord's Health and Safety Manual
Arrears Management Policy	Arrears Management Policy
Asset Management Policy (including stock condition information)	Asset Management Plan
Customer Service Standards	Tenant Handbook
Data Protection Policy	Your Privacy page
Environmental Information Regulations Policy (EIR)	Freedom of Information and Environmental Information Policy
Equality and Human Rights Policy	Equalities and Human Rights Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health and Safety Policy and Landlord's Health and Safety Manual
Legionnaires Inspection/Prevention Policy	Landlord's Health and Safety Manual
Procurement Policy	Procurement Strategy
Risk Management Policy	Risk Management Policy
Rent Setting Policy	Rent Policy
Repairs Policy	Repairs and Maintenance Policy and Tenants Handbook
Social Media Policy	Social Media Policy

Sustainability Policy	Sustainability Policy
Tenant Participation Strategy	Tenant Participation Strategy
Tenancy Sustainment Policy	See Tenants Handbook and Arrears Management Policy
Internal procedures relating to above (where available)	Covered by the relevant policy
Class 3 – How we take decisions and what we have decided	
Information about the decisions we take, how we make decisions and how we involve others.	
Governing Body Meetings	
Governing body meeting minutes	Board meetings page
Governing body meeting reports/papers	Board meetings page
Governing body agendas	Board meetings page
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	General Publications page
Tenant Scrutiny Panel composition	Tenant Led Scrutiny Framework
Registered Tenant Organisations	Tenant Participation Strategy
Class 4 – What we spend and how we spend it	
Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).	
Information about our accounts and budgets	
Description of funding sources	Annual Accounts (includes an Operating and Financial Review), and Annual Reviews
Audited accounts	Annual Accounts
Budget policies and procedures	Financial Regulations
Budget allocation to key service areas	Annual Reviews
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Annual Accounts (includes an Operating and Financial Review), and Annual Reviews
Capital works programme/plans information (annual programme figure)	Business Plan and Annual Reviews
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board and Staff Handbooks
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Noted in Annual Accounts

Board member remuneration other than expenses	Entitlements, Payments and Benefits Policy
Pay and grading structure (levels of pay rather than individual salaries)	Company Profile , Board Members Handbook and Annual Accounts
General information about staff pension scheme	Staff Handbook and Annual Accounts
Class 5 – How we manage our resources	
Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	Board and Staff Handbooks
Staffing structure	Company Profile
Human resources policies, covering: <ul style="list-style-type: none"> • recruitment; • performance management; • salary and grading; • promotion; • pensions; • discipline; • grievance; • staff development; • Maintenance and retention of staff records. 	Board and Staff Handbooks Human Resources page Privacy Policy
Internal procedures relating to the above	Included in above
Trade Union information	Staff Handbook
Summary of professional organisations/trade bodies of which we are a member	Board Members Handbook
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Asset Management Plan
General description of our land and property holdings	Our Houses and Estate Plans pages
Estate development plans	Estate Plans page
Information Resources	
Records management policy and records management plan, including records retention schedule	Privacy Policy
Data protection or privacy policy	Privacy Policy

Class 6 - How we procure goods and services from external providers	
Information about how we procure works, goods and services, and our contracts with external providers.	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs; • landscape maintenance; • planned/cyclical maintenance. 	Procurement Strategy and Asset Management Plan
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Procurement Strategy and Entitlements, Payments and Benefits Policy
Information about regulated procurement contracts awarded (value, scope, duration)	In Procurement Strategy which includes an annual report and at PCS
Our Procurement	
Procurement Policy and procedures	Procurement Strategy
Information on how to tender for work and invitations to tender	In Procurement Strategy which includes an action plan highlighting forthcoming regulated procurements
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	In our Contracts Register at PCS
Links to procurement information we publish on Public Contracts Scotland website	Our PCS Buyer Profile
Framework Agreements	In Procurement Strategy and PCS Contracts Register
Class 7 – How we are performing	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	Annual Reviews
ARC report to tenants	Annual Charter reports
Performance Standards/indicators	Annual Charter reports
Benchmarking information	Annual Charter reports
Complaints policy, guidance and forms	Complaints and Compliments Page
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual Charter reports
Tenant scrutiny reports	Reported within Tenant Newsletters, see Get Involved page
Class 8 – Our commercial publications	
Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal	
This class does not apply to us as we do not produce any publications for sale.	Not applicable

Class 9 – Our open data

Open data made available by us under the Scottish Government's [Open Data Resource Pack](#) and available under open licence.

This class does not apply to us.

Not applicable

How we calculate any charges for copying and information requests

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises. We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

Black and White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Alternative Formats

Format	Charge
Computer Disc(s)	50p

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme

If you submit a request to us for information which is not available in this Guide, the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process;
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500;
- We are not obliged to respond to requests which will cost us over £600 to process;
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour;
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you; and
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for 'Environmental Information'

Environmental information is provided under EIRs rather than FOISA.

The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge.

If you decide not to proceed with the request there will be no charge to you. Charges are calculated based on the actual cost to us of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying;
- Postage is charged at actual rate for Royal Mail First Class; and
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access.